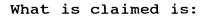
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- 1. A control interface for controlling CSTA protocols in a PBX switch, said control interface comprising:
 - (a) a computing platform coupled to the PBX switch; and

(b) component based interface objects running on said computing platform and defining properties, methods, and events, said properties, methods and events being mapped to automatically control common paradigms.

- 2 A control interface according to claim 1, wherein said common paradigms include invoke ID generation, invoke ID timing, send heartbeat, reply to heartbeat.
 - 3. A control interface according to claim 1, wherein said paradigms are configurable.
 - 4. A control interface according to claim 1, wherein said properties, methods and events being mapped to control substantially every event and service of said PBX switch.
 - 5. A control interface according to claim 1, wherein said component based interface objects is ActiveX.

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- 6. A control interface according to claim 5, wherein ActiveX properties are mapped to session configuration.
- 5 7. A control interface according to claim 5, wherein ActiveX includes property pages and said property pages are mapped to session configuration.
- 8. A control interface according to claim 5, wherein
 10 ActiveX methods and events are mapped to startup and
 teardown a connection to the PBX switch.
 - 9. A control interface according to claim 1, wherein substantially all CSTA and private data fields are supported.
 - 10. A control interface according to claim 1, wherein invoke ID generation is automatic and configurable.
- 20 11. A control interface according to claim 1, wherein invoke ID timing is automatic and configurable.
 - 12. A control interface according to claim 1, wherein: heartbeat messages and replies are automatically generated.
 - 13. A control interface according to claim 12, wherein said heartbeat messages and replies are configurable.

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- 14. A control interface according to claim 1, wherein statuses and errors are automatically logged.
- 15. A control interface according to claim 14, wherein 5 said statuses and errors are viewable via ActiveX property pages.
 - 16. A method for controlling CSTA protocols in a PBX switch, said method comprising the steps of:
 - (a) coupling a computing platform to the PBX switch; and
 - (b) running component based interface objects on the computing platform , wherein the component based interface objects define properties, methods, and events, and said properties, methods and events are mapped to automatically control common paradigms.
 - 17. A method according to claim 16, wherein said common paradigms include invoke ID generation, invoke ID timing, send heartbeat, reply to heartbeat.
- 25 18. A method according to claim 16, wherein said paradigms are configurable.

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- 19. A method according to claim 16, wherein said properties, methods and events being mapped to control substantially every event and service of said PBX switch.
- 20. A method according to claim 16, wherein said component based interface objects is ActiveX.
- 21. A method according to claim 20, wherein ActiveX properties are mapped to session configuration.
 - 22. A method according to claim 20, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

23. A method according to claim 20, wherein ActiveX methods and events are mapped to startup and teardown a connection to the PBX switch.

- 20 24. A method according to claim 16, wherein substantially all CSTA and private data fields are supported.
- 25. A method according to claim 16, wherein invoke ID25 generation is automatic and configurable.
 - 26. A method according to claim 16, wherein invoke ID timing is automatic and configurable.

- 27. A method according to claim 16, wherein heartbeat messages and replies are automatically generated.
- 28. A method according to claim 16, wherein said
 5 heartbeat messages and replies are configurable.
 - 29. A method according to claim 16, wherein statuses and errors are automatically logged.
- 10 30. A method according to claim 29, wherein said statuses and errors are viewable via ActiveX property pages.